

CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Office Manager

Date: 1995

Purpose of Job

The purpose of this job is to direct and manage the day-to-day operations of an office within an assigned department. Duties include, but are not limited to supervising staff; ensuring timely and efficient production of documents; recruiting, interviewing and hiring support staff; preparing secretarial backup procedures; meeting with secretaries to resolve problems; preparing budgets; and purchasing office supplies and equipment.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Supervises, directs and evaluates assigned staff, handling employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals; and shares responsibility of supervising inmates with Librarian, and arranges their visits.
- Recruits, interviews, and hires support staff; assign secretaries; handles employee performance appraisals schedules for all staff; conducts secretarial employee performance appraisal sessions with attorneys; arranges physicals for all new staff members; arranges new employee orientation.
- Prioritizes work, develops schedules, and assists staff in the performance of assigned tasks.

Administrative:

- Prepares secretarial backup procedure; handles secretarial backup assignments; arranges computer secretarial and attorney training; prepares secretarial relief schedule for receptionist; assists receptionist with walk-ins and/or telephone calls from individuals who need assistance; arranges outside couriers as needed.
- Meets with secretaries as needed for counseling, problem-solving, etc.
- Prepares reports, memos, and other documents; develops and maintains related files.
- Reviews subordinate office staff paperwork for accuracy and correctness.

- Prepares Office Manual; implements office procedures and policies; provides updated telephone extension lists; reports work orders to Maintenance; arranges repair service on copier, facsimile, computers, etc.; arranges monthly office get-togethers.

- Arranges repair service on copier, facsimile, and computers for Law Department.

Planning and Organizing:

- Begins preparation of all projects, reports, etc., well in advance of due date, allowing four to six months on some projects while others, such as the annual budget, takes almost a year's preparation time to complete.
- Uses resource materials such as budget manuals for preparation of budget line items; personnel manual for information regarding salary ranges, steps and classifications of salaries; WordPerfect manual for instructions on operation; and facsimile and copy machine manuals for use with day-to-day maintenance.

Communication:

- Shares knowledge with superiors and staff for mutual and departmental benefit.
- Develops and maintains cooperative and courteous relationships with department staff and employees in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and to project a good department image.
- Handles requests, suggestions and complaints from other departments and persons.

Fiscal Responsibilities:

- Prepares and submits annual budget for the assigned department; prepares all forms related to quarterly budget hearings; attends and answers related questions; decides allocation of budgetary funds; briefs supervisor on all procedural, personnel and budget-related information.
- Requests allocations for annual budget; makes decisions as to purchases.
- Purchases office supplies, furniture, equipment computers, etc.; requests and monitors purchase orders and balances; decides and processes new or additional telephone requests; approves library purchases; orders and monitors coffee supply.
- Negotiates and arranges service agreements on computers, printers, copier and facsimile machines.

Quality Assurance:

- Maintains high standards of accuracy in exercising duties and responsibilities.
- Exercises immediate remedial action to correct any errors that occur in his/her areas of responsibility.

Record Keeping and Documentation:

- Monitors and makes decisions regarding expenditures and forecasts for Monthly Accounting Statements.

- Prepares MR's and RR's and approves for submission to Finance; also prepares purchase orders, processes, pays and files.
- Maintains all confidential employee performance appraisal and personnel records.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Have thorough knowledge of administrative and office practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to development administer policies, procedures, plans and activities and to monitor performance of subordinates against measured established goals. Ability to develop and administer operations, staff plans, and objectives for the expediency and effectiveness of specific duties of the City. Has thorough knowledge of policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Ability to keep abreast of any ability changes in policy, methods, operations, budgetary and equipment needs, etc. Is able to effectively communicate and interact with subordinates, management, employees, and members of the general public. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Have good organizational, management, human relations, and technical skills. Is able to use independent judgement and discretion in managing subordinates including the handling of emergency situations, independent judgement and discretion in managing subordinates including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has the mathematical ability to handle required calculations. Is knowledgeable and skilled in the use of computers. Is able to read, understand and interpret personnel and financial reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in Secretarial Science, Business/Public Administration, or related field required, three years of progressively responsible office management experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Supervisory experience required.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job-related machines and/or office equipment. Must be able to move or carry job-related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.